

# ***First Steps Family Survey***

## ***Statewide Summary***

### ***May 2017***

***Total surveys mailed out: 6,396***

***# of Surveys Returned: 754***

- 
4. It was easy to learn about First Steps.
- |                |              |            |                   |
|----------------|--------------|------------|-------------------|
| 407 (54.34%)   | 305 (40.72%) | 32 (4.27%) | 5 (0.67%)         |
| Strongly Agree | Agree        | Disagree   | Strongly Disagree |
5. I received an explanation of the First Steps parental rights from my service coordinator.
- |                |              |           |                   |
|----------------|--------------|-----------|-------------------|
| 611 (81.58%)   | 135 (18.02%) | 1 (0.13%) | 2 (0.27%)         |
| Strongly Agree | Agree        | Disagree  | Strongly Disagree |
6. I know my First Steps parental rights related to my child's special needs.
- |                |              |            |                   |
|----------------|--------------|------------|-------------------|
| 557 (74.47%)   | 180 (24.06%) | 10 (1.34%) | 1 (0.13%)         |
| Strongly Agree | Agree        | Disagree   | Strongly Disagree |
7. At First Steps meetings, I am comfortable asking for services and supports that my child and family need.
- |                |             |           |                   |
|----------------|-------------|-----------|-------------------|
| 412 (79.69%)   | 96 (18.57%) | 6 (1.16%) | 3 (0.58%)         |
| Strongly Agree | Agree       | Disagree  | Strongly Disagree |
8. I feel I am an active part of the team when we meet to discuss my child.
- |                |              |           |                   |
|----------------|--------------|-----------|-------------------|
| 608 (81.28%)   | 130 (17.38%) | 7 (0.94%) | 3 (0.40%)         |
| Strongly Agree | Agree        | Disagree  | Strongly Disagree |
9. My primary provider in First Steps helps me teach my child.
- |                |              |            |                   |
|----------------|--------------|------------|-------------------|
| 568 (75.83%)   | 164 (21.90%) | 15 (2.00%) | 2 (0.27%)         |
| Strongly Agree | Agree        | Disagree   | Strongly Disagree |
10. My First Steps providers work with me to help my child in everyday activities.
- |                |              |            |                   |
|----------------|--------------|------------|-------------------|
| 566 (75.67%)   | 156 (20.86%) | 24 (3.21%) | 2 (0.27%)         |
| Strongly Agree | Agree        | Disagree   | Strongly Disagree |
11. I am able to help my child learn new skills because of First Steps services
- |                |              |            |                   |
|----------------|--------------|------------|-------------------|
| 556 (74.23%)   | 175 (23.36%) | 16 (2.14%) | 2 (0.27%)         |
| Strongly Agree | Agree        | Disagree   | Strongly Disagree |
12. My First Steps providers are knowledgeable and professional.
- |                |              |            |                   |
|----------------|--------------|------------|-------------------|
| 618 (82.62%)   | 118 (15.78%) | 10 (1.34%) | 2 (0.27%)         |
| Strongly Agree | Agree        | Disagree   | Strongly Disagree |
13. First Steps helps me know how to find and use the services and programs available to my family.
- |                |              |            |                   |
|----------------|--------------|------------|-------------------|
| 495 (66.18%)   | 222 (29.68%) | 25 (3.34%) | 6 (0.80%)         |
| Strongly Agree | Agree        | Disagree   | Strongly Disagree |
14. First Steps helps me know who to contact and what to do when I have questions or concerns.
- |                |              |            |                   |
|----------------|--------------|------------|-------------------|
| 520 (69.43%)   | 205 (27.37%) | 22 (2.94%) | 2 (0.27%)         |
| Strongly Agree | Agree        | Disagree   | Strongly Disagree |
15. Would you like to share your First Steps experience in a newsletter given to families in First Steps?
- |              |              |
|--------------|--------------|
| 201 (27.53%) | 529 (72.47%) |
| Yes          | No           |
16. Would you like more information about participating on a First Steps advisory council in your region?
- |              |              |
|--------------|--------------|
| 141 (19.32%) | 589 (80.68%) |
| Yes          | No           |

# *Annual First Steps Family Survey Comments 2017*

*Note: Comments are typed as written on the surveys with the exception of the correction of most misspellings. Names and other personally identifiable information of children, families and providers have been redacted.*

I first heard of 1st Steps through my daughter's head start. There were concerns at school more so than home. I decided to give more support to the teachers as well as my child. I'm glad I made the right decision, even though I didn't see the signs at home. Our coordinator is awesome. She helps in every way possible. Our provider is so compassionate about my child. Every concern that I have or the teacher is always address. Our provider is great. She listens and gives remarkable feedback. I love the support this team gives my family. Within the first year my daughter has progressed a lot and my family appreciates the time, patience, and hard work. I would recommend First Steps to any parent struggling or looking for support with their child. Great work, great team.

I'm very thankful for this program. I would not have been able to afford speech therapy on my own. My child has made great progress with his speech thanks to the skills taught to us by our teacher.

Our family has worked with two ladies in providing services for our child. Both ladies have been more than excellent in educating us with his needs as well as giving us information on resources available for his needs. These ladies are also always very friendly and available to help with anything we need. We have been very fortunate to work with these wonderful gals and are very thankful.

Our primary provider has been incredible - going above and beyond is all my expectations as a parent. She is helpful, compassionate and does an excellent job with my boys. Also, our PT was honestly life changing during our boys' first year with the program.

In the beginning of our first steps journey, my son didn't know how to do a lot of things he should have. The ladies both got him talking. They taught me how to improve him on my time. Our son is just a happier kid. He learned ways to communicate with me. I don't know what I would have done without him. They taught me things just as much as they did my son. I'm sad he's turning three soon and won't have these services anymore, but I'm so grateful for them. Thank you First Steps!

I would refer Missouri's First Steps Program to any mother or father who feels their child may need a little more than what is given. I want the best for my children, and so I wasn't ashamed or hesitant at all inviting providers into my home. The very talented and great team I was given totally transformed my son! Looking and listening to my now confident and vibrant three year old; you wouldn't have guessed he only spoke just a few words and secluded himself often just seven short months ago. I cannot magnify this Programs strengths enough! My intention was to help my son, but I didn't expect the women to build me up as well. I feel more confident and educated as a mother and for that I am entirely grateful. Even though I remember the lessons they taught, I realize my son may not, but I know he will never forget how these women made him and mommy feel and just the impact they made in our lives. Thank you will always fall short of the gratitude and appreciation the women and this Program deserves. A special thank you to the ladies who helped. This has been such a beautify awe and tear-filled adventure, and I am forever thankful.

Our provider is awesome, patient, and very knowledgeable.

When our child went to her well checks, our doctor recommended we check into the First Steps program. I had not heard of this program prior to his recommendation (and this is my 3rd child). However, when we contacted First Steps, we did a screening and everyone was great! I absolutely love our child's therapists and the program is wonderful! Our child has made great progress! Thank you!

for #15 - I don't mind sharing my story. My husband and I have been so pleased with First Steps! We both work in healthcare, but, when you're touched by a child with a special need, it really opens your eyes in a different way! We are so pleased with his success and are so grateful to his SLP, his OT, and his case manager. Thank you ALL!

Just wanted to say First Steps program has helped my grandchildren improve their speech/word sentencing and interacting with others/sharing. Still working on safety and boredom. Thank you.

Love First Steps! Best program ever. Keep up all the good work and great help!

Our First Steps Coordinator has made me feel like I am bothering her/inconveniencing her the 2 times I have ever asked for anything. In the 20 months we have been involved in First Steps I have had 2 issues (or things I was told were going to happen and didn't) and both times trying to resolve the issue I was unable to reach the coordinator. The second time she didn't return 2 voicemails or 2 text messages and had no ideal what I was even calling about. Over a month goes by and I finally ask the OT if she is still employed by First Steps and she said yes. 2 days later I got a text from her once again with the attitude of "you really need something from me." I can't wait to be done with First Steps which is extremely unfortunate because I think most of the therapists are OK. But the coordinator was awful.

Since starting First Steps my child has improved greatly and it's only been a couple of months. The teacher that comes out is amazing w/my child and he just loves her. Our provider is an awesome teacher and has helped us out and taught us all some things to help educate not only my child but my family on autism. Thank you

Our provider is an outstanding educator. She works very well with my son. Her personality is superb. You can tell she really likes her job & children as well. My son always looks forward to the day when his provider comes. He sits at the front window waiting & watching for her to pull up. Our provider is a very good asset to First Steps. She is awesome!

Our providers are amazing & help my son tremendously. Thanks for all you do.

First Steps is a wonderful program we'll always be thankful for. Two issues we've encountered are:

1. Our service coordinator often cited her high caseload for delays in meetings/getting AT.
2. There are no timelines for AT. Some items it took up to 8 months to get AT which is a long time to be without needed equipment. Children develop rapidly & 8 months is too long. I think there should be a timeline in place at least for authorizations to be entered.

I love my team. They're available to me 24/7. I couldn't be more happy w/the program!

We are eternally grateful for First Steps and our OT. We would be much further behind developmentally w/out her support & expertise. I look forward to working w/our OT each week so that we are better able to meet our daughter's needs.

When our son was introduced to First Steps, he was almost 19 months old and nowhere near walking. Gross motor delay was all I was worried about. The coordinators were able to identify the other delays in social-emotional and cognitive as well and quickly develop a plan to address these. The therapists were dedicated and made process easy to apply to our son's everyday activities. With their help he has surpassed all of his goals in less time than expected. I truly believe our child would not be where he is today without First Steps.

Our therapist is late nearly every day, which causes us scheduling issues. Overall happy with the program.

This has been a great experience for my child, as well as, myself. I had barely heard of 1st Steps before this and never really knew all that they do. My child was just turning one when our pediatrician suggested 1st Steps and my initial thought was what on earth can they do for a 1 year old! Obviously, was able to see and learn everything that can be done and my child has flourished beyond my expectations. Thank you to everyone that's been apart of my son's (& my) life.

Good Job Missouri First Steps!  
Thank you very much!

We receive physical therapy services. Our provider is great to work with, and I can tell she really cares about my daughter & her progress.

We have nothing but wonderful things to say about first steps! They have been great helping us with our son!

My son is enrolled with speech therapy and physical therapy. The physical therapy takes place at his daycare (which I am def ok with). I just don't get many updates on how its going on if its helping him. I am open to thoughts on how to better communicate with them? Maybe a notebook where they can write notes to me and I can respond to them? I am very happy with his therapists and the progress he has made with them! Our provider is wonderful and we really enjoy working with her! My son is very comfortable with her and she's helped us greatly with his eating issues! We really appreciate the services First Steps provide for our son. Thanks

We feel very fortunate to have our daughter in First Steps. She has come a long way in a short amount of time.

We really enjoy having our therapist. She is knowledgeable and compassionate about our child's needs. My baby has truly come a long way with all that she teaches us.

I have been so happy with First Steps. The therapists have been so wonderful. My daughter has improved so much and we would not be where we are today without them. I cannot say enough great things about the therapists and service available.

I have been happy to meet all my first steps ladies that my child works with. They are pleasant and respectful.

Sometimes I feel overwhelmed w/2-5 appointments in my home per week. I have difficulty in making other appointments in my home. If it wasn't for full-time nursing being in my home it would be impossible for my child to meet all of the appointments thru 1st steps.

I came in as foster parent and they were very helpful to explain his needs to me. So I was able to help child on daily basis. I am very happy to say that they were prompt to respond to any questions or help I needed. He was doing physical therapy at first and had difficulty walking working with this helped learn how to help him. He is walking great now! They also helped with diet issues he went through.

our providers are the primary people we work with. They are so wonderful! They are unintimidating, friendly, and knowledgeable! They make sure we are all comfortable with the procedures and have a full picture of our services and rights. We love their humor and down-to-earth personalities. We have had a great experience w/First Steps. It has provided valuable feedback and resources to our family.

Our daughter's team has been awesome & a life-line for her. She is a constant puzzle but they continue to find solutions and we don't know what we would do without them.

Doing a great job!!!

Our providers have been amazing! I can't thank them enough.

The only question I've had is with a payment for one month our 1st Steps appt. was cancelled. I tried to inquire if payment was still due for that month that we did not meet. Both the OT and I had reasons for cancelling the meeting. They gave me the CFO's (Chief Financial Office?) number and I left a message and never received a call back. I would rather not pay for that month's services since we didn't meet. Please call if you have any info. About this! Thanks

Our speech therapist is awesome. Our child is only in speech therapy for a delay and is rapidly getting up to where he should be.

Our provider is amazing! We've only been a part of the FS family for a short period and she already has made so much progress with our daughter!

Great program and very glad that we've been able to afford it for our son. Hope that Missouri knows how valuable this resource is and continues to support it with funding. So many families and individuals need access to this program!

We are so grateful for the support First Steps has given our family. Our daughter would not be as healthy and independent as she is today without the expertise and support from her therapists. We send our sincere gratitude to all involved in keeping this program available for our children.

We have only been working with 1st steps for about a month and a half and already seeing improvements!

Thank you for all the help. After my child started PT, he started to try so much harder. You made this possible problem so much easier to tackle.

Thank you! We appreciate all you have for us!

Early education is important, especially for those children with difficulties. I thank you for this help.

If it wasn't for our therapist our baby boy may of never been able to eat properly. We owe so much to her and this program. We are forever grateful.

Our providers have been absolutely AMAZING. Very kind, patient and knowledgeable.

We have felt blessed working with each and every member of the team since the very beginning. My son got diagnosed with Autism about a year ago. I went through a number of emotions but I was scared more than anything. The word "Autism" got bigger and bigger day by day, it got heavy and I didn't know how to carry it...how to carry my wonderful son to a happy, safe, connected future. Thank you for everything.

I have been waiting from the director from my First Steps area to contact me regarding my concerns about the lack of professionalism provided by our providers. I have members from several agencies that witnessed the unprofessional and derogatory way those providers treated me by rolling their eyes at me, disregarding my concerns and ignoring my comments, to the point that they had to speak out for me in our last meeting for them to stop making fun of me. On my daughters progress notes, a lot of unprofessional remarks and false statements were made. I had to switch coordinator and providers, but I'm appalled of how little was made to make it right for me and my family.

When our foster child came to us at almost five months, he was medically fragile and labelled developmentally delayed. First Steps helped us catch up and excel. He is now labeled "above-normal" on all accounts (medically, academically and physically).

What an amazing program. Our team of therapist have become like a second family. I'm so pleased with my son's progress & will always cherish the 2 1/2 yrs we spent in this program. Thank you!

Has been a very positive experience for our family.

My son's speech therapist is amazing! She has brought my son so far in his speech development and I appreciate everything she does for my family.

We were not aware there are other services besides the home visits. We did not receive services for most of Dec - Jan - Feb. 1 visit in March, now starting to get a reg. visit. But if I need to change the day they cancel visit for the week.

We adored our First Steps team! Amazing ladies to work with! I will be so sad when he turns 3!  
Thank you  
Amazing Ladies!!!

We feel extremely blessed to have First Steps. Our provider is a part of our family and only has the best interest of my kids. I would honestly feel lost without her. Even after appointments do not go well or leave me with unanswered questions, our primary provider is someone I feel comfortable talking to and she always makes me feel better.

We love First Step! My son has come a long way since beginning work with First Steps. Everyone is so friendly and easy to talk to. They are able to explain things I don't understand and have become a great support system as will. Keep up the good work!

The providers and therapists have helped me an my son so much. They give amazing one on one care and amazing ideas to help my little guy be successful. I am very happy to recommend 1st Steps to any family. We had a great foundation with 1st Steps. Thank you!

Our providers have been absolutely wonderful to work with. They have both gone above and beyond in helping with my son both at home and when they visit him at daycare. He has made so much progress thanks to both of their services. I really cannot say enough good things about them. Our coordinator has also been extremely helpful in getting us through this whole process.

We have a great physical therapist. I enjoy working with her. She is very knowledgeable and helpful. I would highly recommend her to other parents.

Thank you so much for this wonderful program. I had no idea this program existed until I spoke with a friend who is a Speech Pathologist. The program has helped our son communicate his needs & wants to us without much Frustration. Our son's frustration level because he couldn't communicate appropriately was a major concern for us. The First Step providers have changed that! Now he is happy & much more content because he can express many of his thoughts to us. First Steps is truly a blessing! Thanks Again

Wonderful experience.  
Learned many skills.  
Helps my child.  
Without First Steps, journey would've been hard.  
They are an important part of my child's life.

We have enjoyed the First Steps Program and it has helped us with our son's development.

Fantastic program!

While the services I am receiving through this program are wonderful, I do feel the under lying methodology for MO 1st Steps is not one to adequately address a child's individualized needs as they age through the program. There comes a point where joint services in a single therapy session are no longer beneficial. Nor does the teaching approach help with a child who has multiple delays and needs. We as parents can only do so much when that isn't our educational background. Also, where do you cross the line for liability if you have a PT addressing needs which she is not qualified for (just an example)!

From the moment we started our first steps journey, every person we have met has been nothing short of amazing and incredibly helpful and understanding! Everyone is so quick to respond to any requests/questions that we may have and always help in any way they can. We have speech therapy, occupational therapy and ABA therapy working with our son and every person that he encounters has such a positive impact on him. Our son's main therapists (ABA) has truly become a member of our family. She loves everything about her job and it shows through every single session she has with our child. We have seen incredible results in him and they have such an incredible bond together. We love our ABA Therapist!

Our provider does a fabulous job!

Thank you for ALL that you do.

I love the help we've received. I know our daughter wouldn't be improving like she is without the expertise of our First Steps coordinator and therapists! Thank you so very much!

Our PT is amazing! She is a wonderful face for First Steps. She is very encouraging, warm, and great to work with. It feels like play, instead of therapy!

I'm so glad we found out about First Steps! & that we were able to have both of our children participate. They've learned a lot! & we as parents learned a lot as well. All of our providers have been so helpful & so kind, we appreciate each & every one of them!

My First Steps providers are kindhearted and you can tell they care for the well being of the child. I am extremely grateful to have such wonderful people working with my child to help her move forward in a productive way.

I have a particular therapist who is usually 15-30 min or more late. Also this therapist has called off back to back appointments in addition to being late. I also have a therapist who is usually on time and rarely calls off. I do see progress w/my child and I haven't really said anything to anyone about their tardiness or calling off. I really don't know who to tell and I feel like I'm stuck with therapist. I like this person for how they have helped my child but their tardiness/absenteeism is frustrating. Overall I would recommend First Steps but I feel like you have to be almost to the point of annoying to get what you need because you are only one fish in a sea of many, and you can go unnoticed if your not persistent.

First Steps is a great program and crucial to parents with special needs of any kind. They have been wonderful for our family.

Wonderful program! The First Steps program sets your child up for the learning and therapy they need. This is so important in the first few years of life. A lot of parent energy goes toward caring for the child. This gives parents an added layer of help to prepare your child for school, life and gives them a chance at a future.

Everyone's been great. Our providers are amazing and my son enjoys his interactions with them.

First Steps has helped my child so much and I am grateful for this organization and the people in it. Thank you!

Our providers are amazing. They are qualified, dedicated, caring professionals who have made such a difference in our lives. Thank God and Government for programs and people like these. If you need support, lobby count on us.

Phenomenal program - the exact kind of social services program needed to perpetuate & maintain a moral & equitable democracy.

I can't say enough positive things about the therapists/dieticians that have been working with us! We are so grateful for them!

We love our daughter's First Step provider. She seems to truly care about our daughter and always keeps me well informed after her monthly visits.

Our provider is Simply Amazing!

Great program!

Our First Steps workers are excellent! They have been a vital help in dealing with some very extreme sensory issues & behaviors in our foster baby. I am so thankful to have had their support especially over the last few months!

My points of contact thus far have been wonderful. Our service coordinator keeps all of the paperwork on point and gives me advice on doctors, plus answers all my questions. Our provider comes to our house and gives us great ideas to help us advance our baby. We are just really happy with our experience so far with 1st Steps.

Everyone in this program has been amazing. I am the grandmother and I have been here through all the changes my granddaughter she has made. The providers are wonderful people and have worked diligently to get her to where she is today. I am so thankful for this program. Thank you, "God Bless"

Our provider has done a great job. My child likes when she comes and he has opened up to her. He had been afraid of women because his surgeries were done by a woman. He has warmed up since our provider has been coming weekly. He would look forward to her coming and wait at the door.

Our speech therapist is amazing! My son absolutely loves her and he has progressed so much because of her. She brings great activities to capture his attention and provides me with tips and information needed to help my son. She has been such a blessing to us!



We have had absolutely wonderful experience w/1st Steps. Our occupational therapist has seen 5 of our children and we have been VERY happy. We received visual, physical & occupational therapy through 1st Steps and have NEVER had a bad experience. In fact most of the therapist are a large part of our family. They set goals for our kids. When our 4 yr old does a good job the first thing he says is "call our provider"

Our provider is awesome!

We love our First Steps person.

First Step did a great job with my child for physical therapy. I saw much improvement week after week until she was able to walk. Dietary has helped by giving the knowledge I needed to do what's best for my child. I was not aware of some of the things I learned from 1st Step providers. Provider - was unable to work much with my child; but the few times she did, my child was able to communicate by signing. Overall First Step have provided adequate care of my child. Thank you F.S. Providers.

I think when a family is going through a difficult process of not knowing whether or not their child will walk, it is very important for the therapist to be sensitive and caring in that regard. I felt like I wasn't doing enough as a parent due to what our PT said on our last meeting. Our child is doing great, however this has been a difficult journey. I would like there to be more compassion. Thank you

We have been so happy w/the services you all have provided. We would be lost in getting our child the help she needs. Thanks for all this program does!

My son receives PT, OT and dietitian services. This team is absolutely amazing. They work so well with him and he has exploded in development since they began working with him and teaching me how to work with him during the week. They are professional and personal. I am so thankful we have been able to use this program.

I've been extremely pleased with our First Steps providers! Everyone has been excellent. So happy there is support and help for families like mine out there.

My First Steps team is GREAT!!!

Providers are all friendly & professional. Some lose track of time and that causes them to be late for our visits or other people's visits, when leaving our house late. It is discouraging when paying for services.

My child has been in FS since he was a baby. My husband & I are very eager for our child to graduate FS & start preschool. Our providers are very unprofessional, showing up very late (5-15 minutes) & then leaving early. They then stand in my driveway & talk for about 10 minutes. This happens EVERY week. As a parent it is very frustrating. My child needs all the therapy he can get and bc of this he is missing out on it. We have brought our concerns up w/ the service coordinator, she talked w/our providers but it did not change anything. Our providers are very knowledgeable but often talk about my child like he can not do anything. My husband & I get very upset by these comments. They are just not very sensitive to the fact that he is still a child, our child. Our providers often try & tell us how we should do things w/our child. EX: Equipment that is not friendly for our child due to trauma that he experienced in NICU, is often pushed on us & when we say no, we are often treated like we are not taking care of our child. Therapy days are very frustrating & tense days in our home. I was a special needs teacher before having my child. As a teacher I loved First Steps. As a parent, I do not. Providers need to help celebrate the little things our child is able to do instead of focusing on everything they cannot do. The whole experience is just one we are ready to move on from. I really hope this program betters itself. My family has just been so disappointed w/it. We met with the preschool therapists & they asked my husband & I what our goals were for our child. It was nice to be included. It was nice to feel like a team, all working together to help my child be the best that they can be.

Thank you First Steps Program!

I would like to see more feedback after a visit. What level/areas are a struggle for my child. What needs to be worked on. What is the child doing well with. I don't feel like I get a lot of that from the occupational side. PT gives more feedback and goals to work towards, which I like.

I have had both very positive and very negative experiences w/First Steps. Finding providers was slow and many providers were not effective in working with my child. We had an OT who outright REFUSED to work collaboratively with a SLP. My child was diagnosed with Autism and several of his providers did not have a basic working knowledge of Autism. We were promised services in our IFSP that have not been delivered on (for at least 6 months now) with no remedy in sight. On a positive note - we have 2 providers that I believe have helped my child and gave us good ideas.

We love our coordinator & therapists! They are always very accommodating, open to questions & knowledgeable.

Our PT is amazing. Our lives have changed for the better because of her services & attention to our son.

We so appreciate the First Steps program & our workers! We were able to adopt our son through the foster care system in August. Our weekly special instruction worker even took time from her busy schedule to come to the courthouse for our adoption! When we brought him home he slept for 23 hours a day (for about the first six months)! He is now walking & close to talking in full sentences. Thank you for providing this wonderful program & the support we have needed!

I don't mind sharing our experience, but I've been on advisory councils. I was a First Steps trainer during the redesign & a service coordinator. I've been involved in some capacity since my oldest son was in the pilot program. I'm happy to share things, but have "retired" myself otherwise!

Our experience has been phenomenal. Every person we've dealt with has been warm, knowledgeable and extremely helpful. Our providers are FANTASTIC!

Our speech pathologist is amazing. So approachable and caring. She is really great with his age group and makes a plan for each individual to meet his needs. We will be so sad to lose her as we transition to our school district next year.

I LOVE my son's 1st Steps team. Each and everyone of his providers listens to my concerns & helps my son continue to reach his goals!!

Our provider is very kind and my daughter really likes her. She has helped her a lot in the short months she has been working with her. I truly appreciate her help and the services we are provided with!

Our providers are amazing with my child.  
Thank you for all of your help!

Love your programs, we always use you all with our foster children. Only complaint would be the timeline of services to start. You need to streamline the process. Too many steps to get started.

Our speech teacher is wonderful. We look forward to seeing her each week for speech!!

Our providers have all really done wonders for our child! We wouldn't be or should I say "he" wouldn't be as advanced as he is without them. They are very good at their job, patient, passionate, caring, and helpful. First Steps is a wonderful program. Our coordinator is also amazing! Thank you for all that you do.

I love the program's flexibility because my child is still able to receive the services that he needs even though both my husband and I work full-time.

Our providers have been great help - not only to my son, but also my husband and I to learn. We are so thankful for their knowledge! Thank you!

Email may be best. First Steps is amazing. They are doing so much for us.

We have been working with our provider since day 1 and she has been nothing but amazing. She is personable, professional, friendly, and so knowledgeable. Our little boy wouldn't be where he is today if it weren't for her!

Our child's therapist has been great to work with. I love how easily she connects with him!

Low score on "Easy to Learn about First Steps" is because I was not aware of it previously. It is a great resource for Missouri & I wish more people were aware of it.

My Service Coordinator is AMAZING! The providers we work with are a HUGE asset!!

Thanks for all that you do!

Your survey monkey link doesn't work.

We were lucky to hear about First Steps from a friend. Otherwise, we wouldn't have known about the program.

I love First Steps and direct communication with First Step staff!

My daughter has improved drastically since starting First Steps. The support and techniques I have been taught are able to be applied the sessions. Also, they have helped her teachers learn techniques to effectively redirect and cope with her behaviors.

Everyone we worked with was helpful, professional and so sweet to my boy!

1st Steps is a great program that is administered and provided by professionals that really care about children. The providers that helped my daughter were both excellent. I think 1st Steps offers services of great value. I could recommend 1st Steps to anyone in the same circumstance.

We are Thankful for this program and all those we work with!

We are so grateful for this program and for the help and resources it provides for our daughter.

Very helpful program. We saw improvement even before ST started. By implementing strategies recommended by the evaluator. Can't wait for OT to start!

My son loves his therapists and so do we. They are people we trust with all our hearts and we have learned so much from them.

It may not be a fair question about knowing about First Steps because I am a public school teacher.

Couldn't be more pleased with all services!

Must be 2 surveys since I had twins?! Would love to share!

Always 10+ min late.

Our PTA is so great with our son. We couldn't ask for a better PTA!

An extremely valuable program filled with the most caring of people. The specialist always conveyed the feeling that they're available for helping parents just as much (if not more so) as the children with any tough learning situations.

First Steps and our providers have offered services in a seamless and extremely easily accessible way. When our son was first diagnosed, they worked together in such an integrated way, making one step in our journey so much less stressful. Services have provided such helpful reassurance over the past year; we feel very lucky to have had their guidance, provided in such a professional and helpful manner!

I have seen improvement in my child, but it would be beneficial to have more sessions at home vs just the daycare when the therapist can meet with him. Also, daycare visits have not been scheduled with me as the parent only the daycare.

We LOVE our First Steps caregivers and will be sad to leaving when our son turns 3 in a couple months. Thank you, thank you, thank you for all you have done for us!

My family has been extremely lucky to have been led in the direction of First Steps. We are involved with Parents As Teachers and our educator was quick to involve First Steps into our lives. At my sons 9 month check up, the doctor had finally agreed to get a specialist involved after telling him several times that something was not right. I had already at that point spoken with First Steps and had appointments set up with a physical therapist, who saw the issue right away. After seeing the specialist we were told that our next step was physical therapy. I am so thankful for everyone who has been a part of our team. Our little one is thriving and doing exceptionally well. He is 15 months old and ready to start walking. I cannot express my gratitude enough for the professional and caring techniques that I have seen. Thank you for playing such an important role in my child's growth.

Our provider that works at First Step as a PT is fantastic!!

My one issue with my First Steps experience is with continuous services for my child. We have lost our speech therapist and had no coverage for over a month. Soon we will lose our OT with no reaching out about plans to replace. Other than that we have loved everything about the service. Since my son has issue that are too soon to treat (speech) I hope First Steps can prepare us to address these later on when they are no longer able to help such as referrals.

I have learned so much from our provider. I know what to watch for with the development of our son. She has shown us how to help him excel. I am grateful to have her in our lives to explain the issues our son may face. Thank you!

We really, really appreciate our providers. My daughter receives speech and PT. Both of our therapists and our service coordinator are very knowledgeable, professional, and caring. They have assisted our daughter to make amazing progress in the last year. We truly believe we have the best team available anywhere

Our provider has done a wonderful job working with my son! He has made huge gains in the past 6 months. He went from only saying about 10 words to talking in his sleep and being able to tell me about his day at school! Thank you for everything First Steps has done for my family!

We have had such positive experience with first steps. We are thankful for the providers who have helped our son continue to develop critical skills to help him succeed in daily life at home and at school.

I owe my child's success to his first step service providers. They were amazing and he wouldn't be where he is today without them. They are amazing.

First Steps has been an incredible and positive experience! Our provider has been fabulous in helping us adjust to our new life with this sweet little girl that we have had the privilege raising. We turn 3 this fall, and the team has been proactive in helping us transition to the school district. This is a beautiful program that has helped our little girl (and us) not only educationally but also in support. I AM FOREVER GRATEFUL FOR WHAT THIS SERVICE HAS DONE FOR US!

We love our provider she is wonderful!

The First Steps program is a wonderful program and the Therapists are professional and knowledgeable with my child. This program has helped tremendously with helping my child meet milestones in development. Thank you!

First Steps has really helped our son, beyond belief at times. When he first started the program, he said almost no words and his pediatrician was worried that he was non-verbal. After just these short months in the program I already find him reading books to himself off of the pictures, able to label things, ask questions and tell us what he needs. It has been an incredible resource for our family!

First Steps has made therapy a learning experience for me. They provide me with the tools I need to also be part of my child's learning & growth. They are patient and my favorite thing about First Steps is they communicate with each other. My child's therapist all know his strengths and struggles even though their sessions are on different days. Thank you First Steps

P.S. My child's life has gotten more easy.

If therapists know of equipment that will help a child to suggest it to the family. I know it can be expensive for somethings, but if it will help to work towards a goal First Step therapists should suggest it. Most of the equipment we received for my child was suggested to us from out patient therapy services, and that disappointed me. I know I have suggested things to people in the program with the same therapist my child had and they said "oh we already have that" and it would have benefited my child to get to the same type of goal.



Our family is forever grateful! Every provider has become family and we'll miss each one of them. Thank you First Steps.

We really appreciate all the support that the therapists at First Steps has provided us. They have helped us advocate with medical staff & the collaboration that they have with my child's specialist has been valuable.

My child's First Steps team has been amazing! She looks forward to them coming on days she has visits. They have been very helpful with all stuff I have concerns about. I love the First Steps program. Thank you so very much for all you have done for my daughter.

Our providers have been wonderful with my son. He has progressed nicely with their dedicated intervention, both with speech & behavior. We are grateful to the First Steps program & everything that they have done for our son & our family.

I would like to recognize our provider for her efforts above & beyond. She has been extremely consistent with her visits & so patient & learned about our child's abilities & difficulties. Excellent work!

My family is so grateful for everything you all did. Thank you so much for your help, your professionalism, and your support. My son made great improvements, and I know a lot of it is thanks to you. THANK YOU!

Providers sometimes do not stay for the full length of time and leave early. This has happened on multiple occasions without explanation.

I love all of my child's service providers I just wish they could come when I am home. They always come during the work day when only my husband is home.

First Steps is a fabulous service to the community. Parenting a child with development outside of normal is challenging, but it would also be challenging to find the right path to help the child function optimally without First Steps.

The fact that therapists come to my child's daycare is a huge value to me (in my ability to financially provide for my family) and a huge value to the daycare teachers as they learn strategies to encourage development.

Because of First Steps we were able to get a proper diagnosis for my son. I've learned so many new ways to deal with and help him - sensory issues, speech therapy. First Steps has been an incredible asset in my son's life!

The program has been a blessing for my son. He has grown so much and come so far with the help from his team.

We knew from birth something was different in the ways our child used her legs. After months of dr. visits and 3 hospital stays she was finally gaining weight but continued to have severe delays in her gross motor skills - particularly lower limbs. Our physician set us up with First Steps and we received services soon after our evaluation. At 8 months our child was functioning physically as about a 3 month old. She has since starting services with this program rolling, pulling with her arms to relocate, and reaching beyond her core! We had been told there was a possibility she might not walk due to her muscle tone and lack of control of her body. With the improvements she has made and continue to make with the guidance of her physical therapist we have hope she will continue to meet new milestones. Our goal is for her to walk by the age of 2. Thank you for ensuring families have access to this program! First Steps also set us up w/ an orthotics company and our child is doing great with her AFO's.

I have nothing but great things to say both my OT & PT are nothing but exceptional.

We have truly been blessed by first steps and we know that our daughter would not be where she is without all our amazing teachers. We will be sad when we age out here soon.

I have to say that the experience with First Steps has been very positive. From helping me to learn how to help my child to encouraging him and helping him to learn. Each therapist has made a positive and great progress with each step. And pointing us to the best directions to help ensure the best possible outcome for now and his future. Always ready to help and answer any questions and scheduling to make sure he moves forward. I can not say enough positive information about the teams that have worked with our family with all the issues our family has incurred. They each have been a blessing to my child and his family in every step of the journey. I believe he will have the best and greatest success because of their dedication.

Every person we dealt with throughout our journey through First Steps was wonderful. Everyone was helpful, patient, and knowledgeable. The speech therapist that was eventually assigned to our family has worked wonders with our son. Our son loves playing with her. First Steps has made an incredible impact on our family. Thank you!

I am very happy with the services we have received from First Steps -- in particular, my son's physical therapist is amazing. She works wonderfully with my son and I have seen him make such great improvements under her care. I know she truly cares about his well-being and we will miss her greatly once he ages out. She is a great resource for us!

My only comment is my disappointment that none of my daughter's doctors or other service providers recommended us to first steps sooner. Her diagnosis at 3 months, and second diagnosis at 2 years both would have had her qualified, but no one mentioned anything until our PAT educator told us at 2.5 years. This isn't First Steps's fault, I just wanted to register the issue. The services we did get have been a tremendous help and have made a big difference in my daughter's life and development. thank you!

Our experience has been great! Our provider was so kind and helpful and we love our speech therapist!

The only reason I put disagree on a couple of the answers is because those items have not yet been applicable to me, but there wasn't that option for an answer.

Our provider works with my grandson. she is an amazing P.T. she helps me if i need help answe any questions i may have. My grandson is doing so good. Thank you 1st steps!!

First Steps did not provide nowhere near the amount of early intervention that the medical community standards recommend the kids need when addressing an Autism Spectrum Disorder diagnosis. I think the primary provider model was a bit detrimental when trying to coordinate and schedule all the providers. Each provider should be able to come at their own times. I understand why it is set up the way it is, but with the lack of professionals available within First Steps, it became a hassle rather than a benefit. I was also misled by First Steps about ABA therapy. There was a lot of subjective opinions and misinformation that was told to us on several occasions. The occupation therapist that was assigned to my child was forceful on more than one occasion, would make incorrect assumptions about my child and was verbally rude on one occasion to me directly. We switched OTs because my child became afraid to work with them. Overall experience with the providers was lacking in competence and effectiveness. Service coordinator was resistant and rejected our initial request regarding getting services for my child's biggest area of delay. Also made comments that implied that we may be "confused" about the need for services in that area when rejecting our request. First Steps was initially useful in getting the ball rolling on helping my child, but came to a point where they were no longer that helpful. If these services were all we had to rely on my child would be very far behind still.

First Steps is an amazing program. I have heard about this program for many years prior to having a child that benefits from their programs. I know how crucial early interventions are for future success. I value First Steps so much!!

Appreciate all First Steps has done for my son.

My First Steps team has been invaluable. I really didn't have to search for services or instructions on how to get an IEP; they were instrumental in keeping me informed. They also helped me acquire other services outside of First Steps that turned out to be a huge help.

We have noticed amazing improvement in our daughter since she first began with FirstSteps. Our provider has taught us so much about how to communicate with our daughter. We could not be happier!

It was very difficult to coordinate times with my primary provider because it was always hard for her to find a babysitter for her own kids. We only met once a month and we ended up dropping it. I think it's very, very important to encourage all your providers to get on the ground with the child and work with them. This may sound funny, but I've had them just sit there and tell me things and not actually work with the child. The child is obviously three and under, so they are going to be on the move. Our provider is an awesome physical therapist!!!! We have had her for a while now because our previous provider didn't show me anything to work on. The first time our therapist came she started showing me things right away and made my child work on it. He progressed well because of it. Our provider is always very good at collaborating with our therapists on joint visits. Our provider gets the child moving and then works with the other therapist to work on a puzzle or other fine motor skills. She had joint visits with speech and occupational therapy and my child got so much more out of these visits. Our provider would be an excellent trainer for therapists in First Steps. We only have speech for a short time. The first therapist did not know how to work with children and the second therapist was wonderful and was suddenly dropped from First Steps. We have had to pay for speech therapy on our own for over a year now. I guess I was offered computer time with a speech therapist through First Steps since you didn't have a provider for our area. I really thought this was ridiculous. How is an infant suppose to sit in front of a computer for therapy?! I was willing to drive to have services at an agency, but was refused sadly even though I drove there before an occupational therapist was available for our area. I think the billing process is slow and the explanation of services is almost insulting sending it out because it's showing us how much everything costs, which is just part of the program. I don't think this is needed for parents to see. It's part of the program. My taxes do pay for it and I do pay for the service fee. I don't send you an explanation for his speech services that you can't provide. My child will graduate from the First Steps program in September and I am very grateful for the program. I do think some things to work on only help the program and if no one speaks up you wouldn't know. Thank you for providing the program for children.

If it weren't for first steps my baby would still be delayed, scooting on the floor not crawling, and her feet would still be crooked they have been a blessing in every way

I want to give a big Thank You To The First Steps Team For Helping My Daughter learn how to crawl,talk & walk.

Those are just a few things they helped my daughter with. First Steps Is Truly Amazing & Y'all Have A Wonderful Employees. I hated to see them all leave cause over the past year & a half I have built a bond with them & I wasn't afraid to ask them questions. Keep up the great work First Steps!

I very much appreciate having low cost assistance for my child. I wish I had felt more comfortable asking for a new provider earlier on when we were not receiving the support we needed from our previous OT. We are getting the support we need from our new OT with lots of ideas on how to help with our concerns. It was challenging figuring out how to navigate getting a different provider. Our Case Coordinator is challenging to connect with, often does not answer my questions, and has not been the support that I wish she had been or feel she should have been through this process.

My child has only been involved with first steps for 6 months. The coordinator was very nice and helpful but when my child was first evaluated I felt that my concerns were overlooked and that the only service they were concerned about was speech even though my child was obviously behind in other areas due to being adopted and two years of institutional living. There were several errors in the evaluation report. My child receives speech therapy once a week however the speech therapist took almost two months off due to a medical issue and only told me at the last visit she had with my child that she would be on a medical leave and didn't even know how long it would be. So for 7 weeks, my child received no services. First Steps was helpful in getting my child easily qualified for an Early Childhood program once 3 where they will receive speech therapy, occupational therapy and physical therapy (but both OT and PT were never seen as an issue with First Steps). Overall my experience has been ok and my child obviously has benefited from receiving speech therapy.

If I can do anything to help the other families, please let me know

Our family cannot adequately express our gratitude to our First Steps team. They've opened pathways to our daughter's mind that we relish and given us an understanding and a hope for her future. We are also extremely grateful for their work with our School District to ease her into that next stage. There are not enough Thanks in the world.

Love this program and everyone in it. Everyone is so nice and informative.

I did have initial reservations about the utility of the program, however, since we did sign up and started the actual sessions, my baby has improved everyday by leaps and bounds. Our provider is amazing at her job, my baby has progressed pretty rapidly under her affectionate care. Highly recommended. Very happy with our providers for everything they are doing for us.

I love First Steps! My team of providers are wonderful. Just recently they helped our family acquire a mobile gait trainer for our son so that he may move around our house and neighborhood while working on gaining leg strength. Our team is very knowledgeable about using First Steps to help our son grow developmentally and coming up with tips and games that can fit around our schedule and lifestyle.

I truly appreciate how my team listens to my concerns about my child and addresses them. I feel they value my opinion as her parent and involve me in decisions about her which is very important to me!

I just want to extend a huge thank you to my service coordinator, she truly goes over and beyond to ensure my child gets the right assistance she needs to be successful. She has gotten us wonderful providers. My family is truly grateful for all they have done for my daughter.

As a foster parent, it was hard to transfer her case from County to County. It took many phone calls and being persistent to get things lined up which was frustrating. Our Supervisor seems preoccupied with other things, but we LOVE our provider she has been a treasure. When I mention concerns she has suggestions on things to try which are always helpful. I truly do not know what I would do without our provider!

I don't even know where to begin. How do you properly comment on a team who comes into your home and works one on one to help your child get where they need to be? A team that helps you be a better parent and teacher to your child? Words can't express our gratitude. Our providers have been absolutely amazing for our son. They've given us such understanding, compassion, and support. They came in and listened to our concerns, they asked what our goals were without judgement. They set up a plan that met our specific needs and worked to figure out exactly how our son learned. They helped us figure out to teach him, what worked for him. They understood that all kids are different and didn't try to "cookie cutter" teach him. He was not just another kid to them. Our son is so relaxed with them, and that's not normal for him. He acts like he's known them forever, he's not reluctant to interact like he is with others. We will be forever grateful for the progress they have helped us make and continue to make. Words will never be enough to fully express our appreciation for our team.

We enjoy having our provider every other week. She's very upbeat and easy to warm up to. She works with the whole family and our babysitter to be sure we are doing what's best for our son.

I am beyond grateful and amazed at The First Steps program. When my doctor recommended it to me, I was a bit leery, mainly for lack of knowledge of the Program. When I was contacted and visited my the assessment team and eventually my service coordinator, they went above and beyond to make sure I was comfortable with everything and i understood the process and treatment plan. After about a month of treatment, I began to see progress with my daughter. She became a new person, developed a personality and was so eager to learn and see her therapists. Now, about 9 months into the program, I can see how badly my daughter needed the help and how wonderful of progress she has made. The team that is in place helping her is so amazing. I don't know what I would do without them. They have made my daughter become a sweet, fun loving toddler and helped make me a better mother. I am blessed and so grateful to have these amazing people and this program in my life.

Our coordinator has been a wonderful resource!

I do not like the service coordinator position. It is a painfully excessive person in my life when I already have 3 providers seeing my child once a week or biweekly. I also REGULARLY complain on the billing. It is outdated and the fact that there is no online payment option hinders my ability to pay on time given the fact that I do have a special needs child who requires an enormous amount of care. Please reevaluate that contract.

Great program! There should be more outreach, though. I'm not sure this program reaches everyone who could benefit from these services. I think advertisements, pediatricians and/or hospitals sharing information about the program would help. Services and providers have been great.

First Steps has been an amazing program to be in. I wish I would of known sooner when to get in touch with the program before aging out.

Our experience has been very good. The communication btwn our case worker, therapist and our family has been excellent. I always feel like I am an active participant and learning various tools and teaching methods to help my child advance.

I want to add that I love this program and it has done wonders for helping my child to learn and grow. But if I didn't know someone who worked for this program and was turning to her for advice, I'm not sure I would have ever known about this program to get my son evaluated and provide him the help he needed. We were part of the Parents as Teacher program in our city but the PTA we were provided wasn't helping us enough to provide us with First Steps information. I'm not sure what all First Steps does to get their name out and let parents know about the service available, if their child qualifies, but I'm glad I knew someone to point me in the right direction.

We've had a great experience. It took two tries for my daughter to be accepted into the program, which was unfortunate. But when she first tested, she wasn't behind enough. By her second time being tested, when she hadn't shown any improvement, she was accepted. We've had a great experience since. Her therapist caught right away that she was tongue tied and referred us to a specialist. She's been making improvements since then. The therapist communicates with me often via text message, since I'm not there during her therapy. I appreciate this communication very much.

I have been impressed with the timely manner in which my child initially received services that he qualified for, in addition, to the quick response time with questions, concerns, and getting more professionals involved in his care. Before First Steps we were struggling to pay to provide needed interventions to our child and he wasn't even making progress with the provider we were seeing. Since being in First Steps, he has blossomed and I believe it is a direct response to the amazing providers we have each week coming to our home for therapy, and the increased amount of therapy we can receive since we are no longer constrained by tight finances. We are so thankful for the important work First Steps does!!

We had a great experience with First Steps, our provider was great, and we were amazed at how much they helped with our son's speech in such a short period of time.

This service was life-changing for our child. Our provider was fantastic and I appreciate her knowledge and dedication to our child. She helped me immensely as a parent. I will miss our appointments, and I know our son will miss her as well. He is always so excited for her visits!

I am very happy overall working with First Steps. The therapists are great, and always available for contact when I have questions/doubts on everyday behavior issues. The only thing I think can improve is the consistency of the sessions. Sometimes we don't have the number of sessions defined together (1x/week) because of therapist busy schedule.

Our providers are all awesome.

Thanks for everything First Steps!!!

I have had issues with 2 providers overstepping and divulging information inappropriately. I also have had providers try to discourage me from seeking additional testing and dismissing my concerns telling me what I was seeing was normal. If I had listened my child would not have been diagnosed. If I had had the option I would have transferred services because of this. We outgrew first steps about a year ago. They were great in the beginning and I owe the program a debt of gratitude, but providers need to work on not dismissing parents and not choosing to listen to one parent over the other

We are fairly new to this program. I would like to see a more clear cut objective for each visit. For example, I want to get your child to make eye contact "10" times in this activity...and then conclude where we ended up...and then transition. Our experience now is very very fluid and my child does not recognize half the characters or activities that are brought to the house which makes it hard for my child and frustrating for the providers. There is a constant feeling and focus of what my child isn't doing and struggling with and very little focus on what my child can do. It does not feel very hopeful.

Our physical therapist is amazing. Our daughter is excited to see her and she makes therapy fun. I have found her to be a wealth of information and always ready to help. I am so thankful and grateful to have her in our lives!

Our provider was fantastic! She made our child feel so comfortable and really pulled so much out of him. I would recommend her to anyone!

Our providers are so professional, and give us so much peace of mind that our son is successfully meeting and working towards important developmental milestones!

My daughter has made great progress through First Steps. Each one of her therapist (4 total) are great with her. She enjoys therapy and having them play with her. Her therapist have been a great tool for me to help my daughter through her struggles. As an educator myself, I appreciate all the time that her therapist have put in to helping my daughter.

The program sounds good when you enroll but our experience has not been the greatest. The coordinator I was assigned is extremely hard to get a hold of and does not seem to want to answer questions when I leave voicemails or send emails. The therapist are friendly and seem knowledgeable but are not professional - they show up late to apt which is not acceptable when this is a service I am paying for out of pocket. When you set a time, you are committed and when they show up late and my baby is sleeping, it's hard for them to do any work then. Scheduling apts is also difficult - I reach out roughly a month in advance and never hear back until last minute and that is when I am offered one or two times in the middle of the day to choose from - seems rather unfair to a full time working parent (that is where the frustration comes in when they are late when they picked the time and I rearranged my day). Overall the entire program is lacking communication and organization.

Since my daughter has been in the program we have only seen her provider two times in the last 3 months. She doesn't have a set schedule the days and times have always been different she doesn't let me know when our visit will be till the night before one of the times she was 20 min late and didn't even notify me that she would be late. My daughter needs the help with speech but I have not been very happy with the program so far since I have only seen my provider twice in the last 3 months

We love First Steps and are so happy to have benefitted from this wonderful program.

Our providers are all amazing, very informative and caring. I appreciate all first steps does

Having our provider come to our home has been a big help, she is always welcome here.

Our team has been more than wonderful to our daughter, and our family.

We love them all dearly and will miss them so much when our daughter ages out.

Thank you to First Steps for everything over the last 2 years.

My child has shown some improvement since first steps has been working with her to get to where she is suppose to be. It's not easy but they are very supportive.

My first step providers are wonderful and have made a huge difference in the development of my twins. Every parent needs a First Steps!

I am so thankful for First Steps. I was first introduced to First Steps by Parents as Teachers when my daughter was over 2. It is so frustrating as a parent to have a child having problems with communication and having no idea why or what to do about it. I don't know where we would be now, if it wasn't for First Steps. Then my son who is now 2 1/2 is receiving services and so happy with his progress. First Steps is a great program and we are so happy to have had it.

It's very confusing trying to figure out what services First Steps offers, how to qualify, and what the intake procedure is. Wait time for ABA therapy is too long.

Our provider does a great job giving useful information, explaining things and just a very great asset to First Steps!

I truly believe my daughter would not be where she is today if we hadn't contacted First Steps. Within the first week of speaking to someone First Steps sent someone to my home to get the process started. I absolutely love the therapists that work with her, and honestly feel like they are a part of the family. Early intervention really is the key, especially in our case with an autism diagnosis. For that reason as well as many others I highly recommend First Steps!

We love our speech therapist. My family is very comfortable with her and she gives attention to all the kids as part of my whole family, not only the one child she's working with.

We have loved working with our provider. Our kiddos have so much fun with her and we have seen so much improvement since she started working with our child.

We have had a wonderful experience so far! My daughter has learned so much and so have we as a family! I feel that our team has her best interests in mind and are all working towards the same goals!

We have loved working with our provider. Our kiddos have so much fun with her and we have seen so much improvement since she started working with our child.

My only complaint is that it is very hard to schedule my daughters speech therapy because our therapist has a full schedule already. We are currently doing a time that is right at her nap time so she's very tired and I feel like she's not getting the most out of her visit because of this. I wish we had more options as far as scheduling.

I would be happy to share our story.

This is a great program that helped my daughter learn to eat. They helped my family teach her and guided us every step of the way. I'm thankful that we were able to be a part of it.

Our provider was very professional and knowledgeable. She was an asset to our family in helping us to teach our son. A job well done!

I am so grateful for the First Steps program! My son who doctors didn't know if he would fully function in life. First Steps stepped into his life and was consistent with him and didn't give up! Now my child is on track and developmentally caught up! I couldn't have done it without this program. Thank you so much. God Bless!

We really appreciate our provider for all the help she has given our family - she is wonderful! We also started working with another provider and she does great with our child. Thank you.

first steps has been great for my son and our family thank you to our providers

Our therapists I work with have been amazing to work with. They are all so supportive and have helped my son make major strides in his development.

I would like to be able to be present and scheduled to be home and convenience of the First Steps provider to understand that. I am not pleased that when only one parent is home. I the mother, want to be together at the appointment to also know how to help my child and better to help my son as well. With just my husband the communication is not always shared so I do not know much what to do or better teach my son. Just asking for everyone to be present at a good asking time. Thank you

Our provider has done such an amazing job w/my son. We have been working with her since he was 6 months of age. She has been very accommodating and willing to work in either of my child's households or even @ daycare to help his daycare providers work with him. Thank you so much to our provider for doing such an amazing job!

First Steps has been such a blessing for my son! He still needs improvement on his speech, but to have speech therapy with such a wonderful individual (provider) is bound to help him. My son truly enjoys the time spent and is sad to see his provider leave. Thankful for these services in the State of Missouri.

Our providers have been an absolute blessing to my son. They have worked tirelessly to help him, advocate for him and at times been a counselor to me. I requested them to be with me at my son's evaluation and they were there to comfort me and be a part of the evaluation process. I can say without hesitancy that my son would not be where he is without these two wonderful providers. They have become part of our family. I am forever indebted to both of them for everything they have done.

We had a billing issue & had an awful experience with both the 800#/billing office & our coordinator said they've never heard of it before. I paid the "balance" even though our insurance said they paid & I'm told I'll never get refunded until after our children age out/we leave the program. Seems to me like you're now been paid twice!

Before our child started First Steps he was excessively spinning, not playing with toys or not playing correctly, he used ASL primarily and could only say a few words that were barely understandable. He was extremely rigid when it came to his routine & environment. Since he has been in First Steps his spinning, rigidity, and behavior problems have drastically decreased. We have changed our diets and we implement techniques our therapist have taught us to on a daily basis. I know our child would not have made the progress that he has without First Steps & providers. Thank you

Our therapist is truly amazing. She is extremely knowledgeable and patient. She is a tremendous resource and partner for our family.

Thank you for all of the love, education, & guidance you have given our family. Our child's team has been nothing but amazing for the duration they have worked with her; they all have made an enormous impact on her life, and have enhanced our family dynamic. We will always be grateful and appreciative for this program, and are blessed to have had it in our lives. Warmest Regards

Our providers have been a wonderful experience for our children as well as ourselves as parents. They were paired perfectly with their teachers in that their personalities were very similar. I would highly recommend them.

I love first steps they come to you and help out a lot feel very comfortable with them .

We've loved how well this program has helped our daughter. Our provider is amazing and we've learned so many skills along our journey so far.

It seems that once we were entered into the program we were matched up with a therapist and sessions commenced. We meet with First Steps personnel 1-2 times a year, but otherwise it is the 3rd Party contracted therapist giving their input and opinion. Maybe this is the way the program works - it is our first experience with it, so we did not know what to expect.

Thank you all for everything First Steps is an amazing program I'm so happy that we got your help my son loves his speech therapist



The billing process is ridiculous. In this day and age a person should be able to pay by more than just a mail in check.

(I have two children - repeating comments twice) We had a billing issue & had an awful experience w/both the 800#/billing office & our coordinator said they've never heard of it before. I paid the "balance" even though our insurance said they paid & I'm told I'll never get refunded until after our twins age out/we leave the program. Seems to me like you're now been paid twice!

First Steps is an amazing program for families in Missouri who qualify for special needs services for their children. Our service coordinator is very good at what she does. She makes sure my child's needs are met and checks in with us often. I couldn't ask for a better person myself. Our occupational therapist is amazing. Very knowledgeable in what she does and always makes sure she is germ free the best she can since my child is susceptible and is a great teacher to us so that we can implement therapies with our child when she is not there. Our speech therapist is a wonderful therapist & very knowledgeable too. She works very well with my child & is aware of germs as well. She is very inventive & willing to learn. A great teacher as well so we can implement these practices. We absolutely love First Steps and what it has done for our family & child.

Our providers are amazing, caring people. We appreciate them so much.

We love our speech pathologist. She has worked a lot with our daughter. Our daughters speech continues to improve.

Our service coordinator has provided us with the most wonderful resources to help our daughter grow to her fullest potential. She is always open to discuss our level of comfort with the services provided through First Steps. She had made the program shine on our eyes. We are so glad to have access to First Steps, and all of the services we need, closer to home. It has made all the difference. Our daughter is thriving!

My son was newly diagnosed as being on the autism scale. Although I felt devastated, the staff I have worked with through First Steps have been very encouraging about his outcome. They have made me feel like I am not alone in dealing with this and have given me renewed hope that my son will be able to communicate verbally.

Our Service Coordinator is absolutely wonderful. She has always been there for us and great to work with. Our in home provider works with our child but does not do well communicating with us what we could be doing with our child each week. She often is using her phone during our sessions.

We love our providers. They have been a part of our lives for almost a year now and have developed a relationship with our son. They care about him and celebrate milestones with us. We feel very fortunate that Missouri has programs like this in place to help us take care of our beautiful boy!

First Steps has been a positive part of our son's life for the past year. He has greatly improved in his confidence to be able to do activities, more calm in social situations, and verbally has gone from only a few words to now, over 200 words that he understands and says. We are thankful for the team that has challenged our son, he looks forward to his therapy days, instead of where he once didn't enjoy it at all. We highly recommend First Steps to families who have kiddos who are having difficulties, and perhaps experiencing regression, or not meeting milestones. First Steps has helped our son with his transition to starting school, and I feel that this experience will help in the long run.

We love all the First Steps people they help us learn so much and how to help teach my kids new stuff all the time. The very best thing that has happened to our family. Thank you all so so much.

We LOVE First Steps. Every person we encounter is kind, professional, intelligent and willing to help. In just two months, our son has made so much progress, and it is because of everyone involved. Our therapists not only help him, but teach US how to help him. We can't praise this program enough.

My son has a speech issue that our therapist red flagged. In the last year he has gone from one default sound, AA, to nearly 30 words, signs, a variety of single sounds and the ability to communicate with us. This is due to the incredible dedication of his therapist. The love she has poured into my son is remarkable. The tools she has given us are invaluable. Time and time again she has exceeded my expectations. We are indebted to her, our service coordinator & the First Steps Program. This program has changed my sons life and put him on the path to being fully communicative one day. We also greatly appreciate all the work done as we transition in the Fall. I could not say enough good things about the First Steps Program & the life changing impact it has had on my family.

We love all the First Steps people they help us learn so much and how to help teach my kids new stuff all the time. The very best thing that has happened to our family. Thank you all so so much.

My child's therapists see my child at his daycare which is why I indicated that his therapists do not work with me to help my child. I have requested, on several occasions, that the therapists see my child at my home once every few months but they have never followed through on this.

I would just like to say how much we appreciate our daughter's therapists. We have learned so much from them and we love watching our child grow and reach her milestones because of the help they give us weekly! I hope First Steps values them as much as we do!

Overall I'm happy with my experiences with First Steps. The therapists are very kind and connect well with my child. My only complaint is that every week 1 or both of them are late. Being a stay at home mom, this only bothers me because my kids receive services back to back and so one of them is getting less time with the therapists due to the start time with the second child. Also, when one of them are behind they wait on the other to arrive to begin. Like I stated, they are lovely women, but being over 10 min late each week is not professional. Also they seem to do all their coordinating when they arrive rather than before hand. I feel like this is something that should be done via e-mail or phone before they arrive. Its great they can team up, but it further takes times away from actual therapy.

We have been so grateful for our First Steps "team." I have learned so much and am very grateful for all the care our providers have given us. We will miss them come our daughter's 3 birthday! They have been excellent resources and take time to answer all my questions. Not to mention big "cheerleaders" for me on my toughest of days! Thank you for this service!

Our providers have been very helpful in child's progress. We are still struggling a little with our child's speech but it is getting a little better each day! Thank you.